



**CONSUMER  
PROTECTION BC**

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## **COMPLIANCE ORDER**

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**IN THE MATTER OF**

***THE BUSINESS PRACTICES AND CONSUMER PROTECTION ACT and  
Travel Industry Regulation***

**Respondent: Lynda Cochrane (Port Renfrew Vacation Rentals)**

**Date of Order: June 29, 2023**

**Adjudicator: Tegan Scardillo**

This Compliance Order is issued in accordance with notice requirements under section 155 of the *Business Practices and Consumer Protection Act* (“BPCPA”).

### **CONTRAVENTION**

The Respondent has been found to have committed a contravention of section 143 of the Business Practices and Consumer Protection Act when they engaged the designated activity of a travel wholesaler without a license.

### **REQUIREMENTS OF THIS ORDER**

Pursuant to section 155 of the *Business Practices and Consumer Protection Act*, this Compliance Order requires:

1. The Respondent must immediately cease the business or occupation of purchasing or acquiring from another person rights to travel services for the purpose of resale unless the business or occupation is conducted under a travel wholesaler license issued by Consumer Protection BC.
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2. No later than August 3<sup>rd</sup>, 2023, the Respondent must delete, remove or otherwise deconstruct all advertisements that indicate or imply the Respondent offers/provides travel services. Advertisements include, but are not limited to websites, social media platforms, signage, business cards, electronic and written communications. At the request of Consumer Protection BC staff, the Respondent must provide information, documentation, or other records to demonstrate compliance with this requirement. The restriction remains in effect until such a time as the Respondent operates under a travel wholesaler license issued by Consumer Protection BC.
3. Pursuant to section 155(4)(d) of the BPCPA, the Respondent is ordered to reimburse Consumer Protection BC the amount of \$1,300.00 (one thousand and three-hundred dollars) as partial inspection costs incurred in this matter, to be paid within 30 days of the receipt of this Compliance Order.
4. Except with the express prior written permission of the Director, any failure to provide the information or payment by the dates listed in the Order is a breach of the terms of the Order.

### **RECONSIDERATION**

Pursuant to section 181(1) of the BPCPA, a person may request the Director to reconsider a Compliance Order within 30 days of receiving the order, or within a time period specified by the director if any special circumstances exist.

Consumer Protection BC will only allow a reconsideration of a compliance order where the person(s) can demonstrate that new evidence has become available or been discovered that is (a) substantial and material to the determination, and (b) did not exist at the time of the review or did exist at that time but was not discovered and could not through the exercise of reasonable diligence have been discovered. The reconsideration request must be in writing and must be accompanied by the \$272 (two-hundred and seventy-two dollar) reconsideration application fee.

A decision on reconsideration is final and may only be judicially reviewed.

Information on the reconsideration process can be found at [www.consumerprotectionbc.ca](http://www.consumerprotectionbc.ca)

A request for reconsideration should be addressed to:

Consumer Protection BC  
Attn: Director  
200 – 4946 Canada Way  
Burnaby, B.C. V5G 4H7

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**SUMMARY**

The Respondent is required to comply with this Order made under the BPCPA. If the Respondent does not comply with this Order, the Director may impose an administrative penalty of not more than \$5,000.00 on an individual and/or not more than \$50,000.00 on a corporation.

This Order may be filed in Supreme Court. Once filed, the Order is deemed to be an Order of the Supreme Court of British Columbia and enforceable as such.

Tegan Scardillo  
Name

June 29, 2023  
Date

Method of Service: Email and Registered Mail

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